

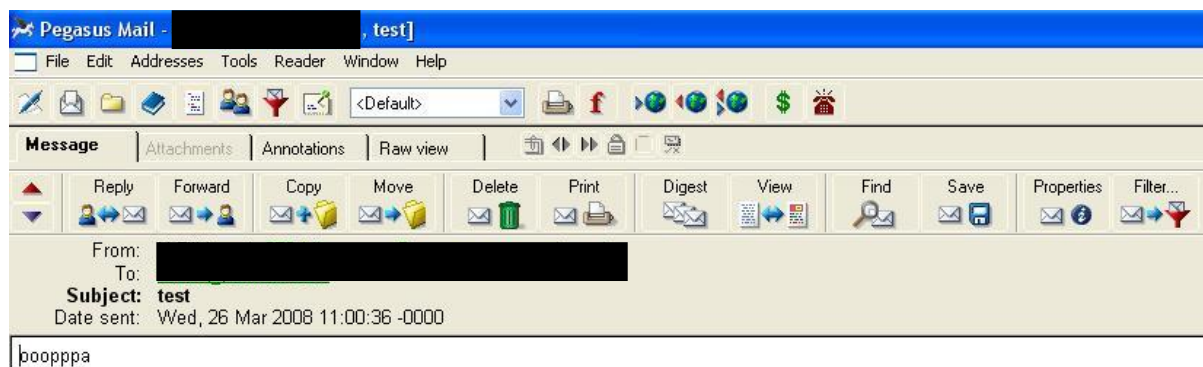
SED TROUBLESHOOTING

Issue/System	Solution
Adobe Problems/requirements	Download full version of Adobe Reader (version 4 or above) from Adobe website http://www.adobe.com/uk/ If you are experiencing problems download most recent edition.
FileOpen	Install FileOpen Plug-In Digital Rights Management Software. Can be downloaded from http://plugin.fileopen.com/Default.aspx?bhcp=1 Once FileOpen has been downloaded to the machine, please use a test document (http://fileopen.bl.uk:8008/FileOpenFreeLink-1.0/entryPage.do) to ensure it is working correctly before clicking on the link in the email.
If File Open or Adobe will not install	You may be using a PC with no administrative rights or a firewall might prevent installation. Please contact the IT administrator who attends to the computer you are using.
Forwarding message to another email box	Once the email has been opened it will not be possible to forward the message and open the link from another email box. If possible avoid forwarding the email completely.
Email link not working	<p>If text is not clear (displayed in code) change setting to view email from plain text to html. See examples below for how to do this in Peagius & Groupwise.</p> <p>If this does not work, try opening on web version of email client or forwarding message to different email provider if you have one.</p> <p>If you still cannot read message copy and paste the long URL at the end of the message into the browser address bar.</p>

PDF of document not opening properly in browser window	Check you have most current edition of Adobe & delete any old editions. Delete temporary internet files.
Printer set up correctly	Ensure that paper & toner is available in printer Carefully select the printer you wish to use
What if the document comes from a source that is not the British Library	SED is only available for documents provided by the British Library only
If all else fails	Email library@qmul.ac.uk and the interlibrary loan team will investigate.

Changing from plain text to HTML:

Pegasus



Groupwise

